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THE UNITED STATES PATENT AND TRADEMARK OFFICE

In re application of: Kannan Srinivasan  
and Michael I. Shamos

U.S. Serial No.: 09/804,728

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Docket No.: 01-172

Commissioner for Patents  
P.O. Box 1450  
Alexandria, VA 22313-1450

METHOD AND APPARATUS FOR  
INTERNET CUSTOMER  
RETENTION

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APR 19 2004

April 14, 2004

GROUP 3600

WITHDRAWAL OF AUTHORIZED REPRESENTATIVE

Pursuant to 37 C.F.R. § 1.36, please withdraw Thomas C. Wettach, Frederick L. Tolhurst, Gerald J. Iwanejko, Jr. and Christine (Wettach) Trebilcock of Cohen & Grigsby, P.C. as the authorized representative for the above-captioned patent application. Please direct any future correspondence concerning this patent application to Intellions, Inc. c/o Sanjay Chopra at the following address:

Intellions, Inc.  
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We appreciate your favorable consideration of this request.

Respectfully submitted,

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